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CONFIRMATION NO. 5725

<b>SERIAL NUMBER</b> 09/941,046	<b>FILING OR 371(c) DATE</b> 08/28/2001 <b>RULE</b>	<b>CLASS</b> 705	<b>GROUP ART UNIT</b> 3694	<b>ATTORNEY DOCKET NO.</b> 6065-82368	
<b>APPLICANTS</b> Robert T. Eitel, Bartlett, IL; Anthony Dezonno, Bloomingdale, IL; Michael C. Hollatz, Huntley, IL;					
<b>** CONTINUING DATA *****</b> <i>none smd</i>					
<b>** FOREIGN APPLICATIONS *****</b> <i>none smd</i>					
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 10/02/2001</b>					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Verified and Acknowledged <i>Allowance</i> Examiner's Signature <i>[Signature]</i> Initials		<b>STATE OR COUNTRY</b> IL	<b>SHEETS DRAWING</b> 2	<b>TOTAL CLAIMS</b> 42 <i>27</i>	<b>INDEPENDENT CLAIMS</b> 6
<b>ADDRESS</b> 24628					
<b>TITLE</b> Agent desktop management system with agent training					
<b>FILING FEE RECEIVED</b> 1346	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		